REMARKS

Claims 1-53 were previously pending in this patent application. Claims 1-53 stand rejected. Herein, Claims 1, 19, 29, 32, 36, 48, 50 and 52 have been amended. Accordingly, after the above claim amendments, Claims 1-53 remain pending in this patent application. Further examination and reconsideration in view of the claim amendments and arguments set forth below is respectfully requested.

Attached hereto is a marked-up version of the changes made to the patent application by the current amendment. The attached page is captioned "**Version With Markings To Show Changes Made.**"

35 U.S.C. Section 103(a) Rejections

Claims 1-3, 5-7, 10-21, 23-25, 28, 32-38, 40-41, and 44-53 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Chelliah, U.S. Patent No. 5,710,887 (hereafter Chelliah), in view of PR Newswire, "BroadVision Joins V-Commerce Alliance," October 6, 1998 (hereafter PR Newswire). These rejections are respectfully traversed.

Independent Claim 1, as amended, recites:

> A method of providing an electronic commerce transaction from the Internet to a telephone using a computer system, the computer system including a telephone interface system coupled in communications with an Internet access system, the telephone interface system being coupled in communications with the telephone, the method comprising:
> ***providing a single command commerce model;***
> receiving an audio purchase request over the telephone interface system, the audio purchase request corresponding to a product for

sale from a merchant, the merchant providing electronic commerce on the Internet using a second computer system;

responsive to the audio purchase request, performing the following

sending a first request to the second computer system over the Internet access system, the first request corresponding to a request for information about the product,

receiving a first response from the second computer system over the Internet access system, the first response corresponding to an information about the product,

providing an audio response over the telephone interface system, the audio response corresponding to the information, and

receiving an audio confirmation over the telephone interface system; and

responsive to the audio confirmation, performing the following

sending a second request to the second computer system over the Internet access system, the second request corresponding to a request to purchase the product from the merchant;

receiving a second response from the second computer system over the Internet access system, the second response corresponding to a confirmation of the first request; and

providing a second audio response over the telephone interface system, the second audio response indicating completion of the electronic commerce transaction. (emphasis added)

It is respectfully asserted that there is no suggestion, motivation, or teaching found in the cited references (Chelliah and PR Newswire) to combine them. Moreover, the combination of Chelliah and PR Newswire does not teach, suggest, or motivate all the limitations in Independent Claim 1.

In particular, Chelliah is directed to a system for facilitating commercial transactions between a plurality of customers and at least one supplier of items [Chelliah, Col. 3, lines 5-18]. The commercial transactions occur over a computer driven network capable of providing communications between the supplier and at least one customer site associated with each customer. Id. Each customer site includes an associated display such as a personal

computer, set-top box, touch sensitive screen, a touch tone telephone, or any other device capable of reproducing audio or video information to a human being. Id.

In other words, Chelliah discloses a system in which the customer interacts directly with the supplier to perform the commercial transaction. Moreover, in Chelliah, the customer must perform the commercial transaction according to the shopping model presented by the supplier. In particular, Chelliah describes that as the customer decides what items to purchase, External Commerce Subsystems 18 may be invoked to complete the transaction. [Chelliah, Figure 1, Col. 6, lines 44-46]. Hence, Chelliah teaches away from a single command commence model and focuses on a shopping cart commerce model.

Moreover, PR Newswire merely announces that several companies are collaborating to develop applications that use natural language speech recognition to perform self-service transactions over the telephone. No details are provided that disclose the claim limitations of Independent Claim 1.

Unlike Chelliah and PR Newswire, Independent Claim 1 is directed to a method of providing an electronic commerce transaction from the Internet to a telephone using a computer system. In the method of Independent Claim 1, a single command commerce model is provided. Moreover, in the method of Independent Claim 1, a customer provides an audio purchase request and an audio confirmation to the computer system. Then, the computer system

interacts with the merchant which provides electronic commerce on the Internet using a second computer system. Hence, the single command commerce model operates independent of the commerce model used by the merchant. In particular, Independent Claim 1 discloses a method in which the customer interacts indirectly with the supplier (or merchant) to perform the commercial transaction. The customer audibly interacts with a computer system to initiate the commercial transaction while the computer system electronically interacts with the second computer system of the merchant to complete the commercial transaction. Also, the customer does not have to perform the commercial transaction according to the shopping model presented by the merchant since the customer provides her/his purchase intention through the audio confirmation provided to the computer system. Thus, Chelliah and PR Newswire do not disclose the claimed invention of Independent Claim 1. Therefore, it is respectfully submitted that Independent Claim 1 is patentable over Chelliah and PR Newswire and is in condition for allowance.

Dependent Claims 2-3, 5-7, and 10-18 are dependent on allowable Independent Claim 1, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 2-3, 5-7, and 10-18 are patentable over Chelliah and PR Newswire for the reasons discussed above.

With respect to Independent Claim 19, it is respectfully submitted that Independent Claim 19 recites similar limitations as in Independent Claim 1. In particular, Independent Claim 19 is directed to a method of providing an

electronic commerce transaction from the Internet to a telephone using a computer system. Moreover, the method of Independent Claim 19 includes the step of providing a single command commerce model. Therefore, Independent Claim 19 is allowable over Chelliah and PR Newswire for reasons discussed in connection with Independent Claim 1.

Dependent Claims 20-21, 23-25, and 28 are dependent on allowable Independent Claim 19, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 20-21, 23-25, and 28 are patentable over Chelliah and PR Newswire for the reasons discussed above.

Independent Claim 32 recites:

> A computer system performing an electronic commerce transaction over a telephone, the computer system receiving a telephone identifying information associated with the telephone, the electronic commerce transaction performed over the Internet, the computer system comprising:
> ***means for providing a single command commerce model;***
> means for receiving an audio request to initiate the electronic commerce transaction;
> means for selecting a product from a merchant using an audio dialogue, the merchant providing electronic commerce on the Internet using a second computer system;
> means for receiving audio confirmation of the electronic commerce transaction of the product; and
> means for completing the electronic commerce transaction over the Internet with the second computer system. (emphasis added)

It is respectfully asserted that there is no suggestion, motivation, or teaching found in the cited references (Chelliah and PR Newswire) to combine

them. Moreover, the combination of Chelliah and PR Newswire does not teach, suggest, or motivate all the limitations in Independent Claim 32.

In particular, Chelliah is directed to a system for facilitating commercial transactions between a plurality of customers and at least one supplier of items [Chelliah, Col. 3, lines 5-18]. The commercial transactions occur over a computer driven network capable of providing communications between the supplier and at least one customer site associated with each customer. Id. Each customer site includes an associated display such as a personal computer, set-top box, touch sensitive screen, a touch tone telephone, or any other device capable of reproducing audio or video information to a human being. Id.

In other words, Chelliah discloses a system in which the customer interacts directly with the supplier to perform the commercial transaction. Moreover, in Chelliah, the customer must perform the commercial transaction according to the shopping model presented by the supplier. In particular, Chelliah describes that as the customer decides what items to purchase, External Commerce Subsystems 18 may be invoked to complete the transaction. [Chelliah, Figure 1, Col. 6, lines 44-46]. Hence, Chelliah teaches away from a single command commence model and focuses on a shopping cart commerce model.

Moreover, PR Newswire merely announces that several companies are collaborating to develop applications that use natural language speech

recognition to perform self-service transactions over the telephone. No details are provided that disclose the claim limitations of Independent Claim 32.

Unlike Chelliah and PR Newswire, Independent Claim 32 is directed to a computer system for providing an electronic commerce transaction from the Internet to a telephone. In Independent Claim 32, a single command commerce model is provided. Moreover, in Independent Claim 32, a customer provides an audio request to purchase and an audio confirmation to the computer system. Then, the computer system interacts with the merchant which provides electronic commerce on the Internet using a second computer system. In particular, Independent Claim 32 discloses a commercial environment in which the customer interacts indirectly with the supplier (or merchant) to perform the commercial transaction. Hence, the single command commerce model operates independent of the commerce model used by the merchant. The customer audibly interacts with a computer system to initiate the commercial transaction while the computer system electronically interacts with the second computer system of the merchant to complete the commercial transaction. Also, the customer does not have to perform the commercial transaction according to the shopping model presented by the merchant since the customer provides her/his purchase intention through the audio confirmation provided to the computer system. Thus, Chelliah and PR Newswire do not disclose the claimed invention of Independent Claim 32. Therefore, it is respectfully submitted that Independent Claim 32 is patentable over Chelliah and PR Newswire and is in condition for allowance.

Dependent Claims 33-35 are dependent on allowable Independent Claim 32, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 33-35 are patentable over Chelliah and PR Newswire for the reasons discussed above.

Independent Claim 36 recites:

> A method of ordering an item over a telephone, the telephone coupled to a computer system by a telephone interface, the computer system supporting access to an Internet for completing commerce transactions, the method comprising:
> ***providing a single command commerce model;***
> presenting information about the item in audio format over the telephone interface using the computer system; and
> responsive to a single audio response received by the computer system over the telephone interface:
> retrieving telephone identifying information associated with the telephone to identify a profile associated with the purchaser; and
> sending a request to order the item, the request including information from the profile about the purchaser to a second computer system on the Internet, the second computer system operated by a merchant selling the item. (emphasis added)

It is respectfully asserted that there is no suggestion, motivation, or teaching found in the cited references (Chelliah and PR Newswire) to combine them. Moreover, the combination of Chelliah and PR Newswire does not teach, suggest, or motivate all the limitations in Independent Claim 36.

In particular, Chelliah is directed to a system for facilitating commercial transactions between a plurality of customers and at least one supplier of items [Chelliah, Col. 3, lines 5-18]. The commercial transactions occur over a computer driven network capable of providing communications between the

supplier and at least one customer site associated with each customer. Id. Each customer site includes an associated display such as a personal computer, set-top box, touch sensitive screen, a touch tone telephone, or any other device capable of reproducing audio or video information to a human being. Id.

In other words, Chelliah discloses a system in which the customer interacts directly with the supplier to perform the commercial transaction. Moreover, in Chelliah, the customer must perform the commercial transaction according to the shopping model presented by the supplier. In particular, Chelliah describes that as the customer decides what items to purchase, External Commerce Subsystems 18 may be invoked to complete the transaction. [Chelliah, Figure 1, Col. 6, lines 44-46]. Hence, Chelliah teaches away from a single command commence model and focuses on a shopping cart commerce model.

Moreover, PR Newswire merely announces that several companies are collaborating to develop applications that use natural language speech recognition to perform self-service transactions over the telephone. No details are provided that disclose the claim limitations of Independent Claim 36.

Unlike Chelliah and PR Newswire, Independent Claim 36 is directed to a method of ordering an item over a telephone. A single command commerce model is provided. In Independent Claim 36, a customer provides a single audio response to purchase to the computer system. Then, the computer system

interacts with the merchant which provides electronic commerce on the Internet using a second computer system. In particular, Independent Claim 36 discloses a commercial environment in which the customer interacts indirectly with the supplier (or merchant) to perform the commercial transaction. Hence, the single command commerce model operates independent of the commerce model used by the merchant. The customer audibly interacts with a computer system to initiate the commercial transaction while the computer system electronically interacts with the second computer system of the merchant to complete the commercial transaction. Also, the customer does not have to perform the commercial transaction according to the shopping model presented by the merchant since the customer provides her/his purchase intention through the single audio response provided to the computer system. Thus, Chelliah and PR Newswire do not disclose the claimed invention of Independent Claim 36. Therefore, it is respectfully submitted that Independent Claim 36 is patentable over Chelliah and PR Newswire and is in condition for allowance.

Dependent Claims 37-38, 40-41 and 44-47 are dependent on allowable Independent Claim 36, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 37-38, 40-41 and 44-47 are patentable over Chelliah and PR Newswire for the reasons discussed above.

With respect to Independent Claim 48, it is respectfully submitted that Independent Claim 48 recites similar limitations as in Independent Claim 36. In particular, Independent Claim 48 is directed to a method of completing a

purchase of an item over a telephone. In Independent Claim 48, a single command commerce model is provided. Therefore, Independent Claim 48 is allowable over Chelliah and PR Newswire for reasons discussed in connection with Independent Claim 36.

Dependent Claim 49 is dependent on allowable Independent Claim 48, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claim 49 is patentable over Chelliah and PR Newswire for the reasons discussed above.

With respect to Independent Claim 50, it is respectfully submitted that Independent Claim 50 recites similar limitations as in Independent Claim 36. In particular, Independent Claim 50 is directed to a method of completing a purchase from a list over a telephone. In Independent Claim 50, a single command commerce model is provided. Therefore, Independent Claim 50 is allowable over Chelliah and PR Newswire for reasons discussed in connection with Independent Claim 36.

Dependent Claim 51 is dependent on allowable Independent Claim 50, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claim 51 is patentable over Chelliah and PR Newswire for the reasons discussed above.

With respect to Independent Claim 52, it is respectfully submitted that Independent Claim 52 recites similar limitations as in Independent Claim 36. In

particular, Independent Claim 52 is directed to a method of storing information received over a telephone interface in a data storage coupled to a computer. In Independent Claim 52, a single command commerce model is provided. Therefore, Independent Claim 52 is allowable over Chelliah and PR Newswire for reasons discussed in connection with Independent Claim 36.

Dependent Claim 53 is dependent on allowable Independent Claim 52, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claim 53 is patentable over Chelliah and PR Newswire for the reasons discussed above.

Claims 1-3, 5-7, 10-21, 23-25, 28, 32-38, 40-41, and 44-53 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Chelliah, U.S. Patent No. 5,710,887 (hereafter Chelliah), in view of PR Newswire, "BroadVision Joins V-Commerce Alliance," October 6, 1998 (hereafter PR Newswire), further in view of Official Notice. These rejections are respectfully traversed.

Dependent Claim 4 is dependent on allowable Independent Claim 1, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claim 4 is patentable over Chelliah and PR Newswire for the reasons discussed above. Moreover, the Official Notice does not disclose the single command commerce model as recited in Independent Claim 1. Thus, it is respectfully submitted that Dependent Claim 4 is allowable

over Chelliah, PR Newswire, and Official Notice for the reasons discussed above.

Dependent Claim 22 is dependent on allowable Independent Claim 19, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claim 22 is patentable over Chelliah and PR Newswire for the reasons discussed above. Moreover, the Official Notice does not disclose the single command commerce model as recited in Independent Claim 19. Thus, it is respectfully submitted that Dependent Claim 22 is allowable over Chelliah, PR Newswire, and Official Notice for the reasons discussed above.

Dependent Claim 39 is dependent on allowable Independent Claim 36, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claim 39 is patentable over Chelliah and PR Newswire for the reasons discussed above. Moreover, the Official Notice does not disclose the single command commerce model as recited in Independent Claim 36. Thus, it is respectfully submitted that Dependent Claim 39 is allowable over Chelliah, PR Newswire, and Official Notice for the reasons discussed above.

Claims 8, 9, 26, 27, 29-31, 42, and 43 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Chelliah, U.S. Patent No. 5,710,887 (hereafter Chelliah), in view of PR Newswire, "BroadVision Joins V-Commerce Alliance," October 6, 1998 (hereafter PR Newswire), in further view of Business

Wire, "Verifone Offers Merchants Cost-Effective Access To High Secure Online Payment Through ISPs; IPSs Gain Increased Revenue Opportunities With VeriFone Offerings," September 28, 1998 (hereafter Business Wire). These rejections are respectfully traversed.

Dependent Claims 8 and 9 are dependent on allowable Independent Claim 1, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 8 and 9 are patentable over Chelliah and PR Newswire for the reasons discussed above. Moreover, Business Wire does not disclose the single command commerce model as recited in Independent Claim 1. Thus, it is respectfully submitted that Dependent Claims 8 and 9 are allowable over Chelliah, PR Newswire, and Business Wire for the reasons discussed above.

Dependent Claims 26 and 27 are dependent on allowable Independent Claim 19, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 26 and 27 are patentable over Chelliah and PR Newswire for the reasons discussed above. Moreover, Business Wire does not disclose the single command commerce model as recited in Independent Claim 19. Thus, it is respectfully submitted that Dependent Claims 26 and 27 are allowable over Chelliah, PR Newswire, and Business Wire for the reasons discussed above.

Independent Claim 29 recites:

> A computer system to provide an electronic commerce transaction from the Internet to a telephone, the computer system comprising:
> an Internet interface including at least one program to access a second computer system using one or more of a SSL protocol, a HTTP, and a HTTPS;
> a telephone interface to send and receive audio signals to and from the telephone and to receive a telephone identifying information corresponding to the telephone; and
> a control subsystem to control the Internet interface and the telephone interface, the control subsystem including at least one program for
> ***providing a single command commerce model,***
> processing an audio request to purchase a product from a merchant, the merchant providing electronic commerce on the Internet using the second computer system, and
> completing the electronic commerce transaction for the product with the merchant over the Internet interface responsive to an audio confirmation. (emphasis added)

It is respectfully asserted that there is no suggestion, motivation, or teaching found in the cited references (Chelliah, PR Newswire, and Business Wire) to combine them. Moreover, the combination of Chelliah, PR Newswire, and Business Wire does not teach, suggest, or motivate all the limitations in Independent Claim 29.

In particular, Chelliah is directed to a system for facilitating commercial transactions between a plurality of customers and at least one supplier of items [Chelliah, Col. 3, lines 5-18]. The commercial transactions occur over a computer driven network capable of providing communications between the supplier and at least one customer site associated with each customer. Id. Each customer site includes an associated display such as a personal

computer, set-top box, touch sensitive screen, a touch tone telephone, or any other device capable of reproducing audio or video information to a human being. Id.

In other words, Chelliah discloses a system in which the customer interacts directly with the supplier to perform the commercial transaction. Moreover, in Chelliah, the customer must perform the commercial transaction according to the shopping model presented by the supplier. In particular, Chelliah describes that as the customer decides what items to purchase, External Commerce Subsystems 18 may be invoked to complete the transaction. [Chelliah, Figure 1, Col. 6, lines 44-46]. Hence, Chelliah teaches away from a single command commence model and focuses on a shopping cart commerce model.

Moreover, PR Newswire merely announces that several companies are collaborating to develop applications that use natural language speech recognition to perform self-service transactions over the telephone. No details are provided that disclose the claim limitations of Independent Claim 29.

In addition, Business Wire merely announces that several companies are providing secure transaction capability. No details are provided that disclose the claim limitations of Independent Claim 29.

Unlike Chelliah, PR Newswire, and Business Wire, Independent Claim 29 is directed to a computer system for providing an electronic commerce

transaction from the Internet to a telephone. A single command commerce model is provided. In Independent Claim 29, a customer provides an audio request to purchase and an audio confirmation to the computer system. Then, the computer system interacts with the merchant which provides electronic commerce on the Internet using a second computer system. In particular, Independent Claim 29 discloses a commercial environment in which the customer interacts indirectly with the supplier (or merchant) to perform the commercial transaction. Hence, the single command commerce model operates independent of the commerce model used by the merchant. The customer audibly interacts with a computer system to initiate the commercial transaction while the computer system electronically interacts with the second computer system of the merchant to complete the commercial transaction. Also, the customer does not have to perform the commercial transaction according to the shopping model presented by the merchant since the customer provides her/his purchase intention through the audio confirmation provided to the computer system. Thus, Chelliah, PR Newswire, and Business Wire do not disclose the claimed invention of Independent Claim 29. Therefore, it is respectfully submitted that Independent Claim 29 is patentable over Chelliah, PR Newswire, and Business Wire and is in condition for allowance.

Dependent Claims 30-31 are dependent on allowable Independent Claim 29, which is allowable over Chelliah, PR Newswire, and Business Wire. Hence, it is respectfully submitted that Dependent Claims 30-31 are patentable over Chelliah, PR Newswire, and Business Wire for the reasons discussed above.

Dependent Claims 42 and 43 are dependent on allowable Independent Claim 36, which is allowable over Chelliah and PR Newswire. Hence, it is respectfully submitted that Dependent Claims 42 and 43 are patentable over Chelliah and PR Newswire for the reasons discussed above. Moreover, Business Wire does not disclose the single command commerce model as recited in Independent Claim 36. Thus, it is respectfully submitted that Dependent Claims 42 and 43 are allowable over Chelliah, PR Newswire, and Business Wire for the reasons discussed above.

CONCLUSION

It is respectfully submitted that the above amendments and remarks overcome all rejections. For at least the above-presented reasons, it is respectfully submitted that all remaining claims (Claims 1-53) are now in condition for allowance.

The Examiner is urged to contact Applicants' undersigned representative if the Examiner believes such action would expedite resolution of the present Application.

Please charge any additional fees or apply any credits to our PTO deposit account number: 23-0085.

Respectfully submitted,

WAGNER, MURABITO & HAO, LLP

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Version With Markings To Show Changes Made

IN THE CLAIMS

Claims 1, 19, 29, 32, 36, 48, 50 and 52 have been amended as follows:

1. (Twice amended) A method of providing an electronic commerce transaction from the Internet to a telephone using a computer system, the computer system including a telephone interface system coupled in communications with an Internet access system, the telephone interface system being coupled in communications with the telephone, the method comprising:

providing a single command commerce model;

receiving an audio purchase request over the telephone interface system, the audio purchase request corresponding to a product for sale from a merchant, the merchant providing electronic commerce on the Internet using a second computer system;

responsive to the audio purchase request, performing the following

sending a first request to the second computer system over the Internet access system, the first request corresponding to a request for information about the product,

receiving a first response from the second computer system over the Internet access system, the first response corresponding to an information about the product,

providing an audio response over the telephone interface system, the audio response corresponding to the information, and

receiving an audio confirmation over the telephone interface system; and

responsive to the audio confirmation, performing the following

sending a second request to the second computer system over the Internet access system, the second request corresponding to a request to purchase the product from the merchant;

receiving a second response from the second computer system over the Internet access system, the second response corresponding to a confirmation of the first request; and

providing a second audio response over the telephone interface system, the second audio response indicating completion of the electronic commerce transaction.

19. (Twice amended) A method of providing an electronic commerce transaction from the Internet to a telephone using a computer system, the computer system including a telephone interface system coupled in communications with an Internet access system, the telephone interface system being coupled in communications with the telephone, the method comprising:

providing a single command commerce model;

receiving an audio request over the telephone interface system, the audio request corresponding to a product for sale from a merchant, the merchant providing electronic commerce on the Internet using a second computer system;

responsive to the audio request, performing the following

sending a first request to the second computer system over the Internet access system, the first request corresponding to a request for information about the product,

receiving a first response from the second computer system over the Internet access system, the first response corresponding to an information about the product,

providing an audio response over the telephone interface system, the audio response corresponding to the information, and

receiving a confirmatory audio request over the telephone interface system; and

responsive to the confirmatory audio request, performing the following

sending a second request to the second computer system over the Internet access system, the second request corresponding to a request to purchase the product from the merchant;

receiving a second response from the second computer system over the Internet access system, the second response corresponding to a confirmation of the first request; and

providing a second audio response over the telephone interface system, the second audio response indicating completion of the electronic commerce transaction.

29. (Once amended) A computer system to provide an electronic commerce transaction from the Internet to a telephone, the computer system comprising:

an Internet interface including at least one program to access a second computer system using one or more of a SSL protocol, a HTTP, and a HTTPS;

a telephone interface to send and receive audio signals to and from the telephone and to receive a telephone identifying information corresponding to the telephone; and

a control subsystem to control the Internet interface and the telephone interface, the control subsystem including at least one program for

providing a single command commerce model,

processing an audio request to purchase a product from a merchant, the merchant providing electronic commerce on the Internet using the second computer system, and

completing the electronic commerce transaction for the product with the merchant over the Internet interface responsive to an audio confirmation.

32. (Once amended) A computer system performing an electronic commerce transaction over a telephone, the computer system receiving a telephone identifying information associated with the telephone, the electronic commerce transaction performed over the Internet, the computer system comprising:

means for providing a single command commerce model;

means for receiving an audio request to initiate the electronic commerce transaction;

means for selecting a product from a merchant using an audio dialogue, the merchant providing electronic commerce on the Internet using a second computer system;

means for receiving audio confirmation of the electronic commerce transaction of the product; and

means for completing the electronic commerce transaction over the Internet with the second computer system.

36. (Once amended) A method of ordering an item over a telephone, the telephone coupled to a computer system by a telephone interface, the computer system supporting access to an Internet for completing commerce transactions, the method comprising:

providing a single command commerce model;

presenting information about the item in audio format over the telephone interface using the computer system; and

responsive to a single audio response received by the computer system over the telephone interface:

retrieving telephone identifying information associated with the telephone to identify a profile associated with the purchaser; and

sending a request to order the item, the request including information from the profile about the purchaser to a second computer system on the Internet, the second computer system operated by a merchant selling the item.

48. (Once amended) A method of completing a purchase of an item over a telephone, the telephone coupled to a first computer system by a telephone interface, the first computer system supporting access to an Internet, the method comprising:

providing a single command commerce model;

receiving a signal from a second computer system over the Internet, the signal corresponding to a request to place a telephone call to a user at a telephone number to complete the purchase of the item;

calling the user over the telephone at the telephone number using the telephone interface using the first computer system;

conducting an audio dialogue over the telephone interface with the user using the first computer system to obtain at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, a telephone number, a confirmation of the purchase, and a password; and

completing the purchase of the item by sending a message to the second computer over the Internet, the message including at least a portion of personal identifying information obtained in the audio dialogue.

50. (Once amended) A method of completing a purchase from a list over a telephone, the telephone coupled to a first computer system by a telephone interface, the telephone supplying telephone identifying information to the first computer system over the telephone interface, the first computer system supporting access to an Internet, the list including a plurality of items, the method comprising:

providing a single command commerce model;

identifying a user profile associated with the telephone identifying information;

using the computer to present each of the plurality of items in the list over the telephone interface; and

responsive to an audio response, completing a purchase of a most recently presented item on a second computer system coupled in communication with the first computer system over the Internet using the user profile.

52. (Once amended) A method of storing information received over a telephone interface in a data storage coupled to a computer, the telephone coupled to the computer by a telephone interface, the method comprising:

providing a single command commerce model;

using the computer to prompt a user for information over the telephone interface;

receiving an audio signal over the telephone interface;

sending the audio signal from the computer to an audio interface, the audio interface for presenting the audio signal to a human;

receiving a data signal on the computer, the data signal corresponding to a speech recognition result for the audio signal by a human; and

responsive to receiving the data signal, updating the data storage to include the speech recognition result.